



City of Des Moines, Washington

JOB DESCRIPTION



MAINTENANCE SUPERINTENDENT

Regular, Full-time

Salary Grade: E-26

FLSA Status: Exempt

Union Status: Non-represented

EEO Category: Skilled Craft

Nature of Work

Under the direction of the Planning, Building, and Public Works Director, the Maintenance Superintendent is responsible for managing the Public Works and Parks Maintenance Division. Responsibilities include coordinating, managing, and organizing activities of the City's Street Maintenance Section, the Surface Water Management Maintenance Section, the Parks Maintenance Section, the Fleet Maintenance and Equipment Rental Section, and the Municipal Facilities Maintenance Section. Duties include administration and supervision of regular and seasonal employees to ensure that standards are met, assignments are completed, and that optimum operational efficiency goals and standards are met. The incumbent performs a variety of complex, professional, administrative, and project management work in the development, preparation, and oversight of maintenance management systems, and the implementation of business and technical programs including short- and long-range planning. The incumbent is also responsible for the preparation and development of the Division's annual budget and regular expenditure tracking. The employee exercises considerable latitude in decision making; however, Departmental plans and policies are established in consultation with the Planning, Building, and Public Works Director, the Parks, Recreation and Senior Services Director, and the City's Transportation and Surface Water Management Engineers. Work is reviewed by these managers through evaluation of work programs, reports, and work results.

Essential Functions

- Manage and provide leadership in the Maintenance Division by overseeing the work of regular and temporary/seasonal employees, contractors, and suppliers engaged in the maintenance, repair, and construction of City assets to include: streets and surface water management facilities, rights-of-way including streetscapes, parks, property, infrastructure, building facilities, and equipment.
- Manage and evaluate the work performance of assigned personnel. Hire, supervise, promote, train, coach, discipline, and terminate employees, in coordination with department director and program managers.
- Establish and maintain a positive work environment that promotes customer service and teamwork in support of the vision, mission, values, goals and objectives, and behavior statements of the Department and the City.
- Schedule employees for appropriate training and professional development to ensure they work safely, maintain their certifications, and provide for cross training opportunities where appropriate.

- Prepare and manage the comprehensive and annual work program for the Maintenance Division, by developing and implementing short and long range goals and schedules, planning for routine maintenance activities and programs, and accounting for and reacting to unscheduled and unplanned workload.
- Prepare and manage the annual budgets for the Maintenance Division, and monitor and control budget expenditures in assigned program areas. Report variances in expenditure levels to the appropriate program manager, and take corrective actions.
- Manage the procurement of equipment and machinery, supplies, materials, and contract services.
- Develop improved maintenance methods by evaluating current practices, making recommendations, and implementing changes to ensure the highest quality of work and productivity possible with available resources.
- Implement and operate maintenance management systems for all assigned areas of responsibility, including conducting needs assessments, prioritizing work, measuring performance, and reporting on efficiency and performance standards.
- Develop policies and operating procedures to achieve the maintenance management goals, achieve maximum resource efficiency, provide for operational safety, and respond to emergencies.
- Conduct periodic and routine work quality inspections for conformance with adopted policies and procedures, expectations, and standards. Take corrective action when needed and reward outstanding performance.
- Coordinate with other Divisions and Departments, public agencies, and private contractors as required to implement the annual work program, and follow-up on and resolve requests for services.
- Ensure that there is adequate staff, equipment, materials, and supplies on hand to meet requirements, either through City resources or through alternative arrangements such as contract maintenance services with other cities, agencies, or private contractors.
- Supervise maintenance contractors and service providers, and inspect their work for quality.
- Regularly consult with program managers on work priorities, and advise program managers on maintenance and operations issues.
- Resolve work flow problems and conflicts by analyzing situations and reorganizing work to make efficient use of personnel and resources.
- Maintain records of and report on maintenance activities, and develop statistical data that tracks established performance measures.
- Participate in contract negotiations, dispute resolutions, labor agreements, and resolve employee complaints and concerns.
- Organize volunteer work groups such as high school clubs, Eagle Scout projects, and citizen groups in support of maintenance goals. Develop community, business and other agency partnerships, alliances, and sponsorships involving maintenance of physical site improvements.
- Communicate effectively and courteously with the public, co-workers, elected officials, the media, government regulatory agencies, and contractors in public forums, public and private meetings, gatherings, and presentations.
- Investigate and resolve public concerns, inquires, complaints or damage claims.
- Establishes and maintains cooperative, effective working relationships with co-workers, other City employees, and the general public using principles of good customer service.
- Reports for scheduled work with regular, reliable and punctual attendance.

- Performs other duties as assigned, including but not limited to being assigned to work in other functional areas to cover absences or relief, equalize peak work periods, or balance the workload.

Necessary Knowledge, Skills, and Abilities

- Principles and practices of management, administration, supervision, and training.
- Principles and practices of governmental budgeting, cost analysis and accounting, and purchasing.
- Knowledge of the proper maintenance techniques for public infrastructure including but not limited to roadways, traffic control devices, drainage facilities, landscape, parks, playgrounds, and computerized/automated irrigation, water recycling and lighting systems.
- Knowledge of proper fleet management and maintenance.
- Knowledge of the proper operation and maintenance of equipment used in maintenance, repair, and construction.
- Ability to evaluate program policies and practices; define problem areas and develop policies and practices to improve operations.
- Ability to demonstrate positive and effective interaction and communication with individuals of diverse occupational and social-economic backgrounds.
- Skill in planning, assigning, and supervising the work of youth, volunteer, and community service workers.
- Ability to manage, supervise, train, evaluate, discipline, and motivate personnel within a Union-organized environment.
- Knowledge and skill on the methods, principles, and practices of effective interpersonal relations, negotiation, and conflict resolution.
- Ability to maintain strict confidentiality regarding personnel or management issues.
- Ability to establish and maintain cooperative and effective working relationships with other employees, customers and the public on a one-to-one or group basis.
- Ability and skill to work independently and exercise independent judgment and decision making to meet schedules and timelines.
- Ability to prioritize, organize, plan, and coordinate the work based on City and Department objectives.
- Knowledge of local, state, and federal codes, laws, regulations, policies, and procedures.
- Ability to read, analyze, interpret, apply, and explain codes, rules, regulations, policies, and procedures to others.
- Ability and skill in enforcing rules and regulations.
- Ability to recognize work hazards and related safety concerns, and take immediate corrective actions.
- Knowledge of occupational hazards and integrated pest management practices.
- Knowledge of material safety data sheets.
- Knowledge of public works emergency response activities.
- Skill in reacting quickly and calmly in emergency situations.
- Computer skills in word processing, office communications systems (e-mail, voice-mail), as well as GIS, maintenance management systems, computerized financial processes, spreadsheets, and databases.
- Ability to prepare and maintain accurate project records.
- Ability and skill in mathematical computations.
- Excellent verbal and written communication skills.

- Ability to produce written documents with clearly organized thoughts using proper sentence construction, punctuation, and grammar.
- Ability to make clear and effective presentations to the public, elected officials, and the media.
- Skill in facilitating and conducting meetings.
- Ability to maintain required certifications.
- Ability to maintain regular, reliable and punctual attendance.
- Ability to work evenings, weekends, and/or holidays as necessary.
- Maintain on-call status.
- Ability to perform the essential functions of the position.

Education and Experience Requirements

- Bachelor's degree from an accredited college or university in construction management, business administration, engineering, or a related field ; and
- Four years of increasingly responsible experience in public works or parks maintenance and construction, and a minimum of two (2) years of related supervisory experience; or
- Any combination of relevant education and experience which demonstrates the required knowledge, skills, and abilities.

Special Requirements

- Successful completion of a pre-employment background and criminal history check.
- Possession of a good driving record, and ability to maintain throughout employment.
- Possession of a Class B Commercial Driver's License (CDL) or higher or a CDL Learner's Permit (employees hired with a CDL Learner's Permit must obtain the full CDL within six months of hire date).
- Pre-employment, random, and post-accident drug and alcohol testing are required for this position.
- Possession of a valid First Aid/CPR card, or obtain within three months of hire date, and ability to maintain throughout employment.
- Possession of a current Washington State Department of Transportation Traffic Flagging Card, and ability to maintain throughout employment
- Because of the known effects of tobacco use, the City of Des Moines does not hire applicants who use tobacco products.
- Must successfully pass the City's pre-employment driver's records check; successfully complete the City's Defensive Driving Course; and maintain an excellent driving record.
- Maintain hazardous material certification.
- Certifications from APWA, Department of Agriculture, EPA as appropriate.
- Certification in Fleet Management field preferred, but not necessary.
- Occasional evening, weekend, and/or holiday work is required. Position is "on call."

Working Conditions and Physical Abilities

- Environment: Outdoor and indoor work environment; subject to driving a vehicle to conduct work. Outdoor environment can include uneven and unstable walking surfaces, tripping hazards, and inclement weather conditions.

- Physical Abilities: Continuous standing, walking, talking, hearing, repetitive motions of feet, and handling required. Frequent sitting, bending, kneeling, climbing, grasping, and fingering required. Occasional reaching, feeling, and repetitive motions of hands and wrists. Must be able to occasionally push, pull, lift, and carry objects weighing up to 100 pounds. Hand-eye coordination and fine-manipulation skills are necessary to operate computers and a variety of office machinery.
- Hazards: Working on or around heavy equipment, ladders, and scaffolding; exposure to various chemicals, fumes, odors and gases; tripping hazards from unstable and uneven walking surfaces; unrestrained animals; contact with dissatisfied or abusive individuals.

Equal Opportunity Employer

- The City of Des Moines is committed to hiring a diverse workforce and all qualified applicants, including all ethnic backgrounds and persons with disabilities, are encouraged to apply. The City is an Equal Opportunity Employer and does not unlawfully discriminate on the basis of race, sex, age, color, religion, national origin, marital status, sexual orientation, veteran status, disability status, or any other basis prohibited by federal, state, or local law.
- In accordance with the Americans with Disabilities Act, an employer is obligated to make a reasonable accommodation only to the known limitations of an otherwise qualified individual with a disability. In general, it is the responsibility of the applicant or employee with a disability to inform the employer that an accommodation is needed to participate in the application process, to perform essential job functions or to receive equal benefits and privileges of employment.

General Information

- The statements contained herein reflect general details as necessary to describe the principal functions for this job classification, the level of knowledge and skill typically required and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements.
- The physical abilities described above are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- The provisions of this job description do not constitute an expressed or implied contract. Any provision contained herein may be modified and/or revoked without notice.
- Updated 2017.